

CONNECTIONS

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Making
Connections
the Easy Way





Winning is often determined by the way your team pulls together.

For the success of your programs, you need to make sure you're working with the best. Our exclusive EDS GSA Connections team provides you the security of knowing your telecommunications objectives are in experienced hands. We have the resources to support all your voice and data systems. And the flexibility to provide exactly what you need — whether it's an individual solution, bundled services or full telecommunications delivery. With our team, you can count on smooth sailing. For more information, visit www.eds-gov/gsaconnections or call 703.733.3006.



Exclusive GSA Connections Partners

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Level 3 Communications • MCI • MILVETS Systems Technology • Nextel
Reliable Integration Services • Teldata Control • SDV Telecommunications • SOZA
Verizon Federal Network Systems

CONNECTIONS

Convenient Contracting for Your First and Last Telecom Mile



*Sandra N. Bates,
Commissioner,
GSA-FTS*

Welcome to CONNECTIONS, the one-stop telecommunications infrastructure contract that is both flexible and easy to use.

Created by the U.S. General Services Administration's Federal Technology Service (FTS), CONNECTIONS features seventeen highly regarded industry partners — more than 50% of which are small businesses. Our industry partners are ready to provide you with an impressive array of the latest equipment, support services and solutions for every element of the first and last mile of your telecommunications infrastructure.

With CONNECTIONS you can choose optimal packaging options and ordering procedures to facilitate converged voice, data and video for your federal workspace. When combined with our FTS2001 and local telecommunication services contracts, CONNECTIONS delivers true end-to-end results.

Customers can place their own CONNECTIONS orders or supplement their resources with assisted acquisition services from FTS. FTS customer representatives offer proven technical, acquisition, program and financial management expertise and can help with the development of requirements, statements of work, project management and much more.

We hope this publication will serve as your instant guide for using CONNECTIONS. If you need further details you can also review our highly useful Web site at www.gsa.gov/connections.

We invite you to experience the flexibility, simplicity and choice that CONNECTIONS brings to your agency and its mission.

Sincerely,
Sandra N. Bates
*Commissioner
Federal Technology Service
U.S. General Services Administration*

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For Simplicity and Scope, Rely on Your CONNECTIONS

CONNECTIONS

- ☐ Category 1
- ☒ Category 2
- ☐ Category 3

The trouble with “one size fits all” is that it doesn’t — not in today’s telecom environment. Government agencies demand custom-fit procurement solutions that get new projects up and running, provide versatility in times of change or crisis, and capitalize on the latest opportunities.

With CONNECTIONS from the Federal Technology Service (FTS), you get the power to accomplish all of this and more. CONNECTIONS is a telecommunications infrastructure procurement vehicle that combines single-contract convenience with comprehensive, custom offerings at competitive prices.

“The unprecedented scope, choice and flexibility available through CONNECTIONS far surpass the more traditional ‘pick one from column A, one from column B’ options,” said Margaret Binns, Assistant Commissioner, Office of Regional Services, GSA-FTS. “Agencies can quickly access everything they need for their current and future telecom goals.”

The easy-to-use, workspace-focused approach ensures that all projects and agencies, large and small, can benefit from CONNECTIONS. Whether purchasing new phone equipment or a full-service networked system, CONNECTIONS will link workgroup and program managers to premier telecommunications solutions.

Bigger and Better

CONNECTIONS delivers all the benefits that government customers

have come to expect from expired or soon-to-expire FTS contracts, including access to leading experts, top-quality products and services, and government-wide coverage.

But the comparisons stop there. Few acquisition vehicles match the scope and simplicity of this Multiple Award, Indefinite Quantity contract. Every key feature is customizable. And every awarded industry partner in the CONNECTIONS group reflects the contract’s commitment to choice and quality. These 17 product and service providers — more than half of which are small businesses — comply with firm, fixed-ceiling pricing and a Performance-Based contract, to avoid surprises. They take competitive quality, selection and pricing seriously. And they’ve proven their ability to exceed stringent government expectations.

Choices Within Choices

The contract’s three-category organization gives customers a wide variety of options and direct control of the level of service they procure, whether through task or delivery orders:

Category 1: Equipment and Services

— from purchases of individual items to furnishing a new or existing facility.

- Voice, data and video
- Voice messaging
- Routers/switches to connect up to an Internet Service Provider
- Video conferencing and surveillance equipment
- Cable and wiring
- Installation, including site preparation
- Maintenance of existing or new equipment

Category 2: Support Services — from analysis to operations support, with professional, technical and e-business resources.

- Program managers

- System integration engineers
- Information assurance engineers
- Cable splicers
- Web architects
- Webmasters

Category 3: Solutions — from full-scale integrated hardware and software solutions to the delivery of a complete turnkey product.

- Cable and wire management
- Customer service and technical support
- Consulting
- Systems integration
- Installation and testing
- Operations support
- Billing and account management support

CONNECTIONS at Work

Whether you’re launching a new program or managing a major growth spurt, your agency can turn to CONNECTIONS for an array of customized telecommunications products and services. The following scenarios illustrate just a few of the ways you can use CONNECTIONS in different phases of a project or agency lifecycle.

Tools for a Successful Start

New projects and agencies alike need cutting-edge communications equipment and services to thrive. CONNECTIONS provides for quick purchase completion at any level of service, whether your agency resides in a few small offices, one building or an entire campus.

Category 1, for instance, is your complete source for all items necessary to provision a new or existing facility — such as installing and testing a PBX solution or video conferencing software and hardware. Category 1 even offers site preparation as part of the installation of new-facility cabling infrastructure.

Through Category 2, you can

CONTINUED ON PAGE 13



Provided by Oklahoma City National Memorial and Museum/Linda Cavanaugh, photographer

From Horror to Hope: The Oklahoma City National Memorial and Museum is dedicated to the memory of those men, women and children who lost their lives in the tragic event.

CONNECTIONS Equips the Present and Future for Oklahoma City Complex

SUCCESS STORY — CATEGORY 1

When state government agencies move into the new Oklahoma City Federal Complex later this year, their employees will find offices that are designed to remain on the cutting edge of telecommunications — even as agency needs and technologies evolve.

The FTS Greater Southwest Region awarded a telecommunications order to NextiraOne Federal under the GSA CONNECTIONS

contract on July 3, 2003. The order calls for the provision of telecommunications equipment and services for the new Federal Complex, which replaces the Alfred P. Murrah Federal Building that was destroyed in a domestic terrorist attack in 1995.

“NextiraOne’s solution is uniquely designed to

meet current and future telecommunications needs for all agencies in the new Federal Complex,” says Sylvia Hernandez, Federal Technology Service (FTS) Regional Network Services Director.

Specifically, the winning solution offered by NextiraOne Federal includes an integrated Nortel Networks Meridian 1 IP voice solution that uses redundant processors and memory to bring a high level of reliability to IP communications. Not only will the Meridian 1 system support all current applications of GSA and its users, but its design allows for flexible reconfiguration to accommodate future changes in user requirements. The Meridian 1 is also capable of supporting the high bandwidth that may be required by future advances in technology.

The new Oklahoma City Federal Complex will also feature a Spectralink Wireless Telephone System as part of its overall telecommunications solution. The Spectralink system equips users with portable, wireless telephones that are the size of today’s cellular telephones and are integrated with




Rendering of the new Oklahoma City Federal Complex

the Meridian 1 system. These telephones enable users to travel to any location within the building and still receive calls that come through their desktop phones.

“The Spectralink Wireless solution immediately provides optimal connectivity throughout the complex,” said Bill Lively, FTS Project Manager, “while keeping future growth top-of-mind.”

NextiraOne’s solution also features high-speed voice, data and video communications available from any outlet in the new complex, thanks to a structured wiring system that uses Category 5e cabling. This structured wiring will eliminate the need to recable offices in the future for new tenants or for existing tenants who need enhanced capability.

For a new office building or project, a combined focus on the needs of today and tomorrow makes CONNECTIONS ideal for any government customers aiming to break new ground. 

How Could You Use Category 1?

Category 1 of the CONNECTIONS contract offers commercial, off-the-shelf telecommunications equipment and associated services, including voice, data, and video equipment and acquisition, as well as installation, cabling and wiring, site preparation, and ongoing maintenance services.

Using Category 1, you can replace outdated devices, add to your current infrastructure or acquire everything you need to provision a brand-new facility or campus. For example, Category 1 is perfect for:

- Adding a new network segment
- Acquiring, installing and testing cable at a new facility
- Installing, configuring and

testing a new PBX solution

- Networking routers and switches used to connect to an ISP or LAN segment
- Obtaining a central console, cameras, cables and software for a video surveillance solution

You’re a good fit for Category 1 when:

- The technical specifications of your project are complete, or you are ready to implement an existing design
- No advanced engineering is needed
- Your needs center around equipment acquisition
- You are acting as the general contractor, or you have an outside or separate integrator

PROUD TO BE A WORLD LEADER. EVEN PROUDER TO SERVE OUR GOVERNMENT HERE AT HOME.

SBC DataComm is now part of the GSA Connections program, a national, Indefinite–Delivery/Indefinite–Quantity, single contract vehicle. In fact, we’re one of just six companies working in all three Connections categories—equipment, support services, and solutions. A data communications leader, we’ve provided innovative, scalable, and customized solutions to companies around the world. Now, along with our alliance partners, Bearing Point and Computer Sciences Corporation, we stand ready to do the same for you here at home. To learn more, call our Connections team at 1-866-SBC-FEDS or email us at connects@sbc.com.

SBC. GOING BEYOND THE CALL.®



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Golden Gate Bridge

CONNECTIONS Delivers Impressive Time and Cost Savings in the Pacific Rim

SUCCESS STORY — CATEGORY 2

How did the FTS Pacific Rim Region request, award and implement a major new telecommunications contract in just a few short months — and save the federal government a whopping 61.9 percent by using the new GSA CONNECTIONS contract?

From start to finish, the speed with which the Federal Technology Service (FTS) in the Pacific Rim Region was able to award a new five-year task order for PBX maintenance and support services at 26 California locations was breathtaking. The task request was issued on June 9, 2003. The task order was awarded to Verizon Federal, Inc. on August 18. On September 23, Verizon began phasing in its operations and, less than a week later, the transition to the new contract was complete.

From start to finish, the speed with which the Federal Technology Service (FTS) in the Pacific Rim Region was able to award a new five-year task order for PBX maintenance and support services at 26 California locations was breathtaking.

“Similar task orders for PBX maintenance and support have typically taken up to a year to award and even more months after that to implement,” says Michael Safford, Network Services Director, Pacific Rim Region. “And the RFP could have been held up by protests that required an even greater investment of human resources and expenses. But with CONNECTIONS, we avoided all of that.”

The transition from the old Pacific Aggregated Systems Procurement (ASP) contract to the new CONNECTIONS contract was critical. Replacing the existing services had the potential to disrupt ongoing

operations. But because the CONNECTIONS contract had already identified all major players, it was possible to hold transition meetings shortly after the task award. And Verizon was able to take action quickly. What could have resulted in chaos was accomplished with virtually no impact on customer service.

The CONNECTIONS contract saved more than just time, however. CONNECTIONS saved procurement costs — and dramatically reduced the cost for maintaining the PBXs and providing associated support services. Compared to the former ASP contract, the award to Verizon will reap the government substantial savings of 61.9 percent over the next five years.

“We’re very pleased with the CONNECTIONS program, particularly the quality of contractors available for a variety of equipment and services,” said Safford. “And the great benefit has been the abbreviated time frame for receiving proposals and awarding orders. It helps us better fulfill customers’ needs and agencies’ missions.” **C**

How Could You Use Category 2?

Category 2 of CONNECTIONS is designed to provide you with skilled professional, technical and e-business resources. With Category 2, you can purchase unmanaged expertise by the hour — for example, 400 hours of UNIX systems administration. Or you can order managed delivery of professional services, such as the design of a LAN/WAN solution and the development of specifications needed to implement that design.

Using Category 2, you can procure support services to:

- Engineer the design for a new facility for voice, data and video communications
- Perform a local network security assessment
- Design a data warehouse

So how can you tell if you’re a good fit for Category 2? If you require one or more of these:

- Professional services
- Technical skills
- E-business skills



Your choice for integrated network solutions.

The Verizon Enterprise Solutions Group – Federal Markets has assembled a GSA Connections portfolio of products and services to provide cost-effective communications options in all three categories of the contract – equipment and services, support services and solutions.

Verizon’s GSA Connections contract delivers:

- Data, Voice and Unified Messaging Equipment
- Converged Systems
- Video Equipment and Services
- Professional Services
- Custom Packaged Solutions
- Experienced and Dedicated Account Managers

As a proven provider of value-added services and technological expertise, Verizon works with your agency to help you benefit from a single contract that is easy to use.

For more information on GSA Connections (#GS-00T03AHD-0006), contact Verizon’s GSA Connections Customer Service Center at 1-877-892-6663. verizon.com/gsaconnections

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For Total Telecommunications Solutions, the Department of State Goes to CONNECTIONS

SUCCESS STORY — CATEGORY 3

CONNECTIONS was fully competed by GSA, which provided the State Department the opportunity to meet its domestic telecommunications requirements without having to engage in competition for services.

Looking for a telecommunications solution that doesn't break your agency's time or cost budgets? Follow the Department of State's lead and explore the options offered by Category 3 of the new GSA CONNECTIONS contract.

On August 7, 2003, the Department of State awarded a task order to EDS, a CONNECTIONS industry partner, for support to operate, manage and maintain State's existing domestic Enterprise Telecommunications network for voice, data and video teleconferencing. Services include operations, maintenance, cabling and wiring, and special projects.


The broad scope of the CONNECTIONS contract mirrors State's expansive requirements and provides the vehicle to obtain the services to satisfy its domestic telecommunications needs. CONNECTIONS was fully competed by GSA, which provided State the opportunity to meet its domestic telecommunications requirements without having to engage in competition for services.

The State Department has discovered how CONNECTIONS saves time and money by putting together a full or partial

telecommunications solution. Under CONNECTIONS Category 3, customers can acquire products and services as well as the integration and program management they need to create a complete package made-to-order.

Already, Category 3 of the CONNECTIONS contract has been used for:

- A video teleconferencing system for a military medical center
- Relocation of voice, data and video to a new office
- Local Area Networking
- Engineering and installation of fiber and copper cable
- Technical and outside plant support for a military facility
- Network engineering and optimization
- Database application support
- Wide Area Network management

Category 3 also integrates easily with other federal contracts. For instance, you can use Category 3 to procure infrastructure and management solutions for a Wide Area Network, while bridging to other GSA transport contracts to gain long-distance and local service. The flexibility of the solutions in Category 3 provides federal agencies with a broad spectrum of technical capabilities and unprecedented management ease from a single procurement source. 



Category 3 was built to meet your total telecommunications infrastructure requirements — with either commercially available products and services or customized solutions developed just for you. With Category 3, you can get



How Could You Use Category 3?

managed delivery of integrated solutions for voice and data communications, cable and wire management, voice and video conferencing, billing and account management support, and customer service and technical support. You can specify any combination of professional, technical and e-business services, hardware, and software for a complete turnkey solution.

Use Category 3 as your ticket to a wealth of telecom solutions, including:

- Provisioning a new facility for voice, data or video communications (with testing and certification)
- Integrating two existing customer information systems, from analyzing architectures to testing and implementing the singular new system
- Implementing a data warehouse
- Performing customer service functions, such as system maintenance and repair, inventory management and emergency services
- Procuring billing verification services, such as examining for accuracy and consulting for fee structures, methods of collections and other recommendations

If your project demands a combination of equipment and services, Category 3 is the perfect option for you.

The Spirit of Service.

You deserve it. We live it and breathe it.

Our customers and partners deserve great service. Of course they do. And they will get it. With Qwest Government Services Division. Why? **Great people.** People who understand the difference between sales and relationships. People who believe in listening. Anticipating. **Delivering.** People who are dedicated to our customers' and partners' success. Who know that the very best relationships create the very best solutions. So what should this mean for you? Our Spirit of Service™ means the ability to perform and deliver unique **solutions** so the federal government can operate **flawlessly.** Yes, the Spirit of Service. It's our pledge. Our promise. A little something that sets us apart. Actually it's a big something that sets us apart as a GSA-FTS industry partner.



VOICE SOLUTIONS

DATA SOLUTIONS

E-BUSINESS SOLUTIONS

MANAGED SOLUTIONS

Qwest is a GSA Connections subcontractor providing Category 2 and Category 3 services. Call Qwest at 1-866-354-3993 or visit us on the Web at qwest.com/federal.

GSA Regional Customer Representatives for CONNECTIONS

Region	Office	Customer Rep	Phone #	E-Mail Address	Areas Covered
CO	Office of Regional Services		703-306-6500		National Program Office
1	New England Region	Michael Wade Debra Albert Donna Madigan Linda Reed Brenda Kenney	603-666-7606 617-565-5742 617-565-5768 781-377-5055 781-377-8808	michael.wade@gsa.gov debra.albert@gsa.gov donna.madigan@gsa.gov linda.reed@gsa.gov brenda.kenney@gsa.gov	MA, CT, RI CT, RI, Southeastern New England (MA) Metro/Western MA Air Force Army, Navy, DoD
2	Northeast Caribbean Region	Joe Graffagnino	212-264-5052	joseph.graffagnino@gsa.gov	NY, NJ, PR, VI
3	Mid Atlantic Region	Tom Cummings John Thomas Jack Wise	215-446-5810 215-446-5842 215-446-5848	tom.cummings@gsa.gov johng.thomas@gsa.gov jack.wise@gsa.gov	Eastern PA, DE Western PA, WV, MD MD
4	Southeast Sunbelt Region	Richard Drab	404-331-3048	dick.drab@gsa.gov	KY, TN, NC, SC, GA, AL, MS, FL
5	Great Lakes Region	Karen M. Vaughan Patrick Tauschek	312-886-3823 618-398-4934	karen.vaughan@gsa.gov patrick.tauschek@gsa.gov	MI, WI, OH, IN, IL, MN MI, WI, OH, IN, IL, MN
6	Heartland Region	Tony Marion Char Norman	816-823-2178 816-823-4215	tony.marion@gsa.gov char.norman@gsa.gov	NE, IA, KS, MO NE, IA, KS, MO
7	Greater Southwest Region	Gilbert Jones Lee Moore James Boynton Ed Lefebvre Bill Lively Karen Beyer	817-978-4078 817-978-3573 504-589-4300 505-248-7309 817-978-4086 210-341-8345	gil.jones@gsa.gov lee.moore@gsa.gov james.boynton@gsa.gov ed.lefebvre@gsa.gov bill.lively@gsa.gov karen.beyer@gsa.gov	North TX Central/Southeast TX LA NM OK, AR Southwest TX
8	Rocky Mountain Region	Pamela Young	303-236-7323	pamela.young@gsa.gov	MT, ND, SD, WY, CO, UT
9	Pacific Rim Region	Mike Safford	415-522-4505	michael.safford@gsa.gov	AZ, CA, NV, HI, Guam
10	Northwest Artic Region	Carla Burns	503-326-5677	carla.burns@gsa.gov	AK, WA, OR, ID
NCR	National Capital Region	Andr'e Speaks	202-708-6336	andr'e.speaks@gsa.gov	DC, Montgomery/Prince George's counties in MD, Arlington/Fairfax/Loudoun/Prince William counties in VA, and cities of Alexandria, Fairfax, Falls Church, Manassas and Manassas City Park in VA

(Contact information also listed under CONNECTIONS Customer Representatives at: www.gsa.gov/connections)

SIMPLICITY AND SCOPE

CONTINUED FROM PAGE 5

access consulting and design services to create a new call center, then install it and run it, all with the flexibility of paying by the task or by the hour. You can bring on a full-time project manager, network technicians and cable installers.

If your agency wanted to install a more complete solution—such as a network, secure firewall or data warehouse — the turnkey delivery options available in Category 3 would enable you to find industry partners to gather necessary requirements, design the architecture and complete the project.

Expertise to Evolve and Adapt

A growing agency must have solutions that grow along with it. Where the rapidly changing marketplace and the lightning-quick evolution of telecom technology intersect, CONNECTIONS has the capability to cut through the confusion. Category 1 provides for the basic replacement of obsolete equipment or the addition of new individual items — such as a new network segment — to the infrastructure. CONNECTIONS' growing equipment inventory, now at half a million items, includes the latest in cable and wiring, video conferencing and surveillance equipment, among other technologies.

Category 2 support services provide the systems integration expertise organizations need to make consolidation or branching out succeed practically, efficiently and cost-effectively. And Category 3 services can be scaled to your agency's growth rate, with a partial or an entire integrated solution. Category 3 is ideally suited for integrating two existing customer information systems. The solutions providers will analyze existing technical architectures and design, test and produce the new customer information system based on predefined goals.

Vision to Respond to Change or Crisis

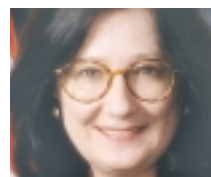
A telecommunications system is the lifeline of your agency. Today, threats to that lifeline's health and safety abound, and any contract must provision for these. CONNECTIONS can supply service to include maintenance that ensures trouble-free wire and cable, as well as vital information assurance and emergency response for customer service.

"The simplicity and all-encompassing nature of CONNECTIONS contracting doesn't sacrifice any of the features that longtime agency customers have come to value or demand," said Tom Howder, CONNECTIONS Program Manager. "In fact, we've tried to anticipate customers' needs for forward-facing telecom services while responding to today's most pressing concerns of security and reliability."

A Bridge to End-to-End Solutions

While CONNECTIONS focuses on procurement for the first and last mile of a telecommunications infrastructure system, the contract dovetails well with GSA transport (long-distance and local service) contracts, so industry partners can give you a total end-to-end system.

For instance, if you're creating a Wide Area Network (WAN), CONNECTIONS provides procurement options for the infrastructure, integrator, network management, inventory and billing. But the CONNECTIONS industry partner could be given a letter of agency to place MAA orders for local service and FTS2001 orders for long-distance service. You simply include with your CONNECTIONS order the integrator functions your vendor should perform, the service levels you want to achieve through the use of multiple contracts, and your plan to use a letter of agency with the vendor.



"Agencies can quickly access everything they need for their current and future telecom goals," said Margaret Binns, Assistant Commissioner, Office of Regional Services, GSA-FTS.

Simple From Start to Finish

Step-by-step ordering through CONNECTIONS couldn't be easier: Locate a Designated Agency Official (DAO). Gather the requirements for your project. Develop the Delivery or Task Order Request. Conduct the Fair Opportunity process, issue your order and manage the delivery of the products or services with the appropriate category industry partners.

Assistance at Your Service

Through CONNECTIONS, you can choose your level of involvement in every phase of the project. By choosing the self-service option, customer agencies can handle their own billing and other details. The customer interacts directly with the CONNECTIONS contractors.

For agencies looking to avoid any burdens associated with ordering, management and billing, which can often interfere with day-to-day, mission-critical functions, GSA-FTS offers valuable assisted-service options.

Assisted service puts FTS's level of quality and expertise to work placing and managing an order on the customer's behalf. Specifically, we offer:

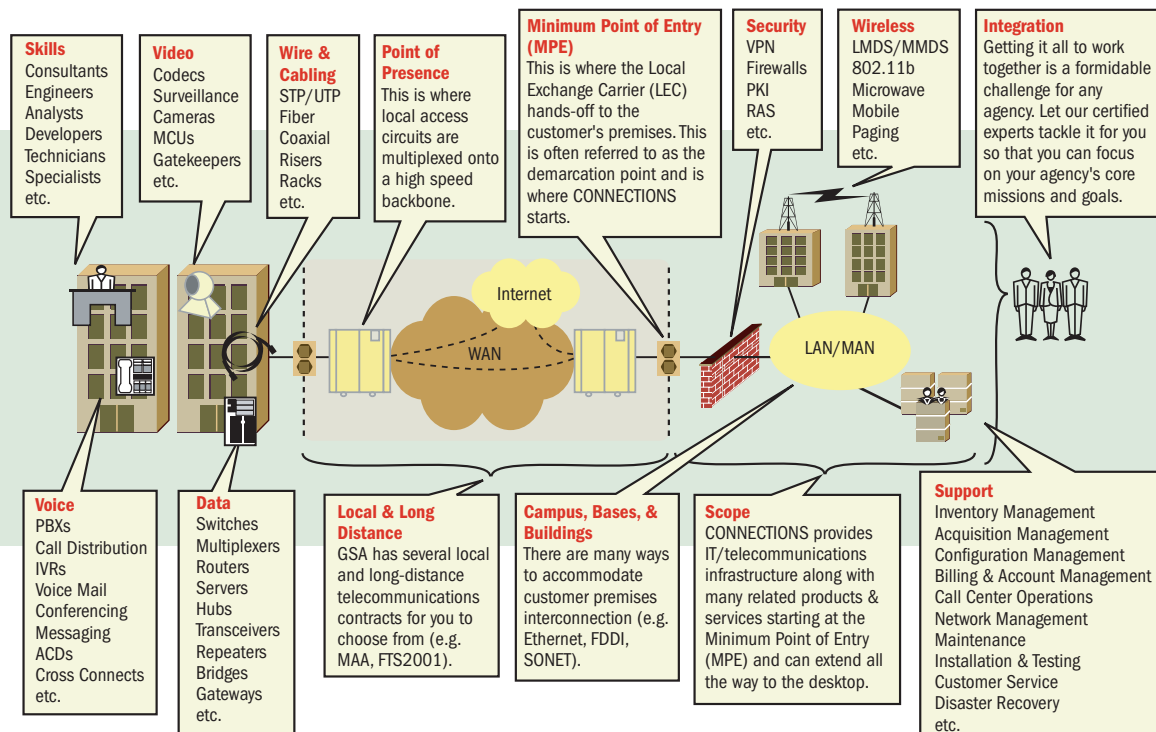
- **A dedicated customer-service representative:** You'll have a partner conversant in your project and your needs — one familiar with your agency's telecom history and its vision.

CONTINUED ON PAGE 15

CONNECTIONS Vendors: Listing by Category

Category 1 (Equipment & Services)	Category 2 (Support Services)	Category 3 (Solutions)	Company Name	Business Size	CONNECTIONS POC
✓	✓	✓	A&T Systems, Inc.	Small	Robert Kornhauser
	✓		Booz Allen Hamilton	Large	Nick Kuttner
✓	✓	✓	Century Technologies Inc. (CENTECH)	Small	Audrey Davis
	✓	✓	EDS	Large	Ed Marble
✓	✓	✓	EPS	Small	Joanne DeFazio
✓	✓		Government Telecommunications, Inc. (GTI)	Small	Elise Dawson
✓	✓	✓	Information Systems Support (ISS)	Small	Paul Schapiro
	✓		M.C. Dean, Inc.	Small	Jim Brabham
	✓		Management Applications, Inc. (MAI)	Small	Jamie Dyson
	✓		ManTech Advanced Systems International Corporation	Large	Susan Siegel
✓			NextiraOne Federal	Large	Paul Thurman
	✓		Omega Technologies, Inc.	Small	Patricia Williams
	✓	✓	SAIC (Science Applications International Corp.)	Large	Amy Lee
✓	✓	✓	SBC Datacomm, Inc.	Large	Jennifer DeWalt
	✓		SETA Corporation	Small	Greg Townsend
	✓		Veridian IT Services, Inc.	Large	Seth Grimmel
✓	✓	✓	Verizon Federal Inc.	Large	Pete Ball

Examples of CONNECTIONS Capabilities



E-Mail Address	Phone #	Web Site Address
cnxinfo@ats.com	(301) 384-1425 ext. 339	http://www.ats.com/
connectionscontract@bah.com	(888) 224-7041	http://connections.bah.com/
gsainfo@centech.com	(301) 585-4800	http://www.centech-gsa.com/
gsaconnections@eds.com	(703) 733-3006	http://www.eds-gov.com/gsaconnections/
orders@epscorp.com	(800) 892-6487	http://connections.epscorp.com/
sales@govtel.com	(703) 631-5155	http://gsaconnections.net/
issconnections@iss-md.com	(301) 896-0500 ext. 186	http://www.iss-md.com/
jbrabham@mcdean.com	(703) 802-6231 ext. 453	http://www.connections.mcdean.com/
gsa@managementapps.com	(703) 435-9110 ext. 3014	http://www.managementapps.com/?s=gsaconn
connections@mantech.com	(866) 255-5176	http://www.mantech.com/connections/
connections@nextiraonefederal.com	(866) CNX-NXOF	http://www.nextiraonefederal.com/
pwilliams@omega-its.com	(703) 548-9886	http://www.omega-its.com/
gsaconnections@saic.com	(877) CONXSHN	http://gsaconnections.com/
connects@sbc.com	(703) 444-7750	http://www.sbcfeds.com/
connections@seta.com	(703) 821-8022	http://connections.seta.com/
gsaconnections@veridian.com	(703) 205-0539	http://www.gsa-connections.com/
vzgsaconnection@verizon.com	(877) 892-6631	http://www.verizon.com/gsaconnections

SIMPLICITY AND SCOPE

CONTINUED FROM PAGE 13

- **Assistance identifying project requirements:** We can start from the ground up to pinpoint elements and goals essential to creating a working foundation for your system and project.
- **Support in developing the Statement of Work (SOW):** The quality of the SOW makes the difference between getting exactly what you want delivered on time and getting a system full of glitches. Assistance from our experts at this stage can even pay off far down the line in future contract administration.
- **Valuable knowledge of the FAR and the CONNECTIONS contract:** Assisted service keeps you on the

right side of Federal Acquisition Regulations.


- **Full support in vendor negotiations:** You'll have experts advocating on your behalf for critical interactions.
- **Fair Opportunity compliance:** Never worry about missteps in navigating these complex standards.
- **Support in account maintenance and industry partner communications:** We keep track of all details and interface with industry partners to prevent costly discrepancies.
- **Simplified billing and payment and verification of funds:** You won't waste time chasing down billing and payment specifics.

Get More Details for More Informed Choices

Advancements in telecommunica-

tions have made it easier than ever to boost government communications. But the best technology in the world is useless if your procurement contracts leave you tangled in a mire of complexities.

Fortunately, the sweeping scope of the CONNECTIONS infrastructure contract brings simplicity to procurement — and enables you to leverage powerful technologies to achieve your mission-critical tasks.

The CONNECTIONS Web site, at www.gsa.gov/connections, provides a wealth of additional information — including sample documents — you can use to learn more about the contract and the ordering process. Your FTS representative, also listed online, is ready to work with you and connect you to the most optimal telecom solutions. 

Getting Started With CONNECTIONS

THE ORDER PROCESS

1. Find a Designated Agency Official (DAO)
 - For assisted service, use the Regional Point of Contact Guide located on page 12 of this buyers' guide, or see the Customer Service Representative listing posted on the Web at www.gsa.gov/connections
 - When choosing self service, DAO's are appointed by their agency
2. Gather requirements
3. Develop Delivery Order/Task Order Request (Statement of Work)
4. Conduct "Fair Opportunity"
5. Issue Order
6. Manage Delivery

ORDER OPTIONS AND FEES

The Associated Government Fee (AGF) of 1% is applicable to all purchases made through CONNECTIONS contracts, and is included within each contract line item.

- Assisted service: Working with the customer, FTS can develop requirements, write Statements of Work, conduct Fair Opportunity, issue orders, handle invoicing and billing, etc., on customer's behalf
 - Assistance can be outlined and fees established between FTS and the customer
 - Fees will vary based upon level of effort
- Self service: Customer obtains "DAO authority," and interacts directly with CONNECTIONS industry partners
 - FTS has no further direct involvement at the order level
 - No additional fees apply

CONNECTIONS ASSISTED SERVICE

With CONNECTIONS assisted service, you'll receive the added value of GSA's support:

- Dedicated customer service representative
- Assistance identifying project requirements
- Full support in developing the Statement of Work and other acquisition documentation
- Full understanding of the FAR and the CONNECTIONS contract
- Full support in industry partner negotiations
- Fair Opportunity compliance
- Full support in account maintenance and industry partner communications
- Simplified billing and payment/verification of funds

FAIR OPPORTUNITY GENERAL REQUIREMENTS

- Each awardee in the category under consideration must be given a Fair Opportunity* to be considered for each issued order exceeding \$2,500 (see page 14 of this buyers' guide for a listing of Industry Partners by Category)
- The process should be planned, fair and consistent

**Unless it meets an exception defined in the FAR (You can find Fair Opportunity guidance online at: www.gsa.gov/connections)*

STATEMENT OF WORK (SOW)

The Statement of Work (SOW) should specify in clear, understandable terms the services to be performed by the industry partner. Preparation of an effective SOW requires both an understanding of the services that are needed to satisfy a particular requirement and an ability to define what is required in specific, quantitative terms. This will enable industry partners to clearly understand your government's needs. A well-written SOW facilitates the preparation of responsive proposals, the delivery of the required services and also aids the government in

For more information, visit the
GSA CONNECTIONS Web site at:
www.gsa.gov/connections

source selection and contract administration during the award process.

The SOW should indicate that the order is for the CONNECTIONS contract, and it should reference the appropriate CONNECTIONS category.

SOW PREPARATION

An SOW for a CONNECTIONS order will be different for each order, agency and requirement. There are key things that every order needs but the format is flexible. Below are some things to consider when writing an SOW. Not all may apply to your order. Perhaps the most important consideration is to meet the requirements of your agency for such an order.

1. Introduction
 - Client Organization
 - Client Address
2. Project Background, Objectives, Scope (include definitions and acronyms)
3. Requirements
 - Performance-Based Contracting
 - Service Level Agreements
 - Security
 - Personnel
 - Quality Control
 - Records/Data
4. Deliverables
5. Government Furnished Resources
6. Contractor Furnished Resources
7. Administrative Considerations
 - Points of Contact
 - Task Work Hours
 - Period of Performance/Location
 - Packaging/Shipping Instructions
8. Applicable References
9. Evaluation Criteria
10. Method of Award

The SOW for task orders must clearly define all procurement requirements so the offerors can develop meaningful proposals that meet the government's requirements.

PERFORMANCE-BASED GUIDELINES

Performance-Based contracting is intended to ensure that the required performance quality measures are achieved and that the total payment relates directly to the degree that services performed meet contract standards. You may choose to include some of the below Performance-Based concepts in your SOW:

- **Outcome- or results-oriented tasks** — one of the main principles of Performance-Based contracting is that the government defines the end product or service the contractor is required to perform. The “how” of accomplishing the task is left to the contractor.
- **Standards of performance (indicators)** — indicators by which a contractor’s performance is measured.
- **Service Level Agreements (SLAs)** — baseline indicator levels used to evaluate quality of service. The contractor is entitled to know what system you will use to check on

successful performance of the tasks. Choices for each contractor task include, but are not limited to: reliance on contractor inspection system, periodic inspection, random inspection, 100% inspection or any other procedure tailored to the output being inspected.

- **Incentive Arrangements** — incentives are offered based on whether the industry partner’s outputs meet the SLAs.

REQUEST FOR QUOTES (RFQ) TIPS

- RFQ can be used to achieve better management, technical and price solutions.
- Evaluation criteria should be clearly stated.

ORDER EVALUATION TIPS


- Only industry partners submitting responses are eligible to be awarded a particular delivery/task order.
- Evaluation of responses for each order should be consistent and based on evaluation criteria identi-

fied in the order.

- Consult latest sources of information related to each of the 3 CONNECTIONS categories:
 - Published contract prices
 - Contractor-provided technical information
 - Other analyses/information related to decision guidelines.

DECISION METHODS

- If price is the sole criterion, complete a pricing analysis:
 - Ensure pricing information is sufficiently current
 - When adequate competition exists, no additional information is necessary to determine price reasonableness.
- If a combination of evaluation criteria exists (e.g. price, technical, past performance), the relative weights of the criteria to be considered in making the decision should be fully explained.

Regardless of the method used in the evaluation, each process should be well-defined prior to beginning the procurement process. 



**Instinct
Insight
Innovation**
Illuminating the Telecom Landscape

M.C. DEAN
BUILDING INTELLIGENCE

Contract No: G900T03AHD0011
Email: orders@connections.mcdan.com
800.7.MCDEAN; <http://connections.mcdan.com>

CONNECTIONS Vendors

A&T Systems Inc.

WEB: www.ats.com

PHONE: (301) 384-1425 ext. 339

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: A&T Systems Inc. is a small business that specializes in providing information technology products and support services in the following areas: LAN/WAN, telecom, video conferencing, video surveillance, audio enhancement, premise infrastructure and security. Support and services are offered in the following disciplines: software development, systems design and integration, storage management, systems engineering, network management and operations support.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: One of A&T's program objectives is to perpetuate the utilization of regional small businesses currently supporting government programs as well as identifying major programs that could be fulfilled using CONNECTIONS. A&T has developed an extensive team named "TeamUSA," which is comprised of subcontractors and partners to address and support complete telecom product, services and solutions needs for the federal government under the CONNECTIONS contract. TeamUSA currently comprises over 90 members, including such premier companies as: Northrop Grumman, BellSouth, Convergent Technologies, Professional Products, Avaya, Siemens, Sprint, Alcatel, Precision Infrastructure and Fishel.

Booz Allen Hamilton

WEB: <http://connections.bah.com/>

PHONE: (888) 224-7041

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

Century Technologies Inc. (CENTECH)

WEB: www.centech-gsa.com

PHONE: (301) 585-4800

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: The CENTECH Team can provide

customers with the capability to acquire a comprehensive set of telecommunications equipment (voice, data and video), services and solutions from the desktop to the point of interconnection to the network service provider nationwide. CENTECH is a provider of world-class solutions in the areas of network engineering services, network consulting services and information technology solutions.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: CENTECH provides a broad range of telecommunications equipment and services, delivery order processing times under control of customer and CENTECH, minimal paperwork (low contract administration), and competitive rates with small associated government fee already built in.

EDS

WEB: www.eds.gov.com/gsaconnections

PHONE: (703) 733-3006

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: The EDS CONNECTIONS team offers customized solutions in all areas covered by the CONNECTIONS contract. We also offer these additional solutions to aid in streamlining our clients' business processes: Information Assurance Assessment, Secure Messaging and High Assurance Systems, Managed Performance Simulation and Modeling, Internet Co-Location Services, PKI Consulting and Managed Vault Services, Wireless Custom Network Solution and Type I Classified Networks.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: Our CONNECTIONS team features some of the strongest business partners in the telecommunications industry, bringing experience in telecommunications analysis, design, implementation, testing, and maintenance for voice, data and video solutions. EDS is committed to our 40% small business goal made evident by our team — over half of our partners are small businesses. We are committed to offering clients the very best value by offering extremely competitive labor rates as compared to other GSA CONNECTIONS contract holders.

EPS

WEB: www.epscorp.com

PHONE: (800) 892-6487

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: EPS, a veteran-owned small business, has over 20 years experience providing IT, telecommunications, security, wireless, cable/duct infrastructure, system integration, deployment and training solutions to the U.S. Federal Government ... to both civilian and military agencies. No matter how simple or complex, EPS can provide the products, services or overall system(s) solution best suited to solve your agency's technological quandary/needs and your requirements for an integrated voice, data and/or video communication system, security system, and/or structured ISP/OSP cable/duct infrastructure.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: EPS has a comprehensive understanding of the technologies and issues inherent to the U.S. Federal Government market project requirements. Relative to security, EPS actually manufactures the EPSVISIDS comprehensive integrated site security and facilities management system. More than two-thirds of EPS' personnel hold security clearances, allowing us to respond to the most sensitive integration project requirements. EPS is ISO 9001 certified and has earned a solid reputation for quality, on-time, and on-budget project delivery.

Government Telecommunications, Inc. (GTI)

WEB: www.govtel.com

PHONE: (703) 631-5155

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services)

PRODUCTS/SERVICES: The GTI CONNECTIONS contract offers telecommunications systems/products such as PBXs, key systems, network switches, routers, hubs, modems, firewalls, security software, infrastructure wiring/cabling (inside/outside plant), wireless systems, antennas, video/teleconferencing systems and physical intrusion security systems. Professional services available include consulting, architecture design/studies/analysis, installation/implementation support, on-going application and on/off-site maintenance support, back-office support (billing, ordering, etc.), Web design/support, e-commerce development/support, training courses development/support, program and project management support, among others.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: GTI's core strength is program and project management of complex, geographically diverse federal government telecommunications and network projects. GTI has assembled a strong team of world-class service providers, original equipment manufacturers, vendors

and subcontractors. These partners include some of the best known names in the business: CSC, SBC, 3M, DigitalNet, Siemens, Verizon, AT&T, Nortel, NEC, Cisco and others. This dynamic team offers our customers the experience, proven performance, commitment and expertise needed to meet critical agency mission needs in their information technology requirements.

Information Systems Support (ISS)

WEB: www.iss-md.com

PHONE: (301) 896-0500 ext. 186

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: Voice Communications, Data Communications, Cable and Wire Management, Voice and Video Conferencing, Telco Billing and Account Management Support, and Customer Service Functions.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: ISS is a global leader in communications, information technology and logistics, providing fully integrated system solutions to customers in the U.S. and abroad. ISS's innovative technologies allow organizations to rapidly deploy solutions that enable organizational efficiency, responsiveness and preparedness enterprise-wide.

M.C. Dean, Inc.

WEB: www.connections.mcdean.com

PHONE: (703) 802-6231 ext. 453

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

PRODUCTS/SERVICES: M.C. Dean, Inc. is a systems integrator with over fifty years of experience providing sophisticated telecommunications solutions to government and commercial customers. We are a 'converged' service provider offering integrated voice, video and data solutions.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: M.C. Dean, Inc. provides multi-service solutions in data, voice, video, converged networks, cabling and wiring, Operations Support Systems (OSS) and managed services. We offer end-to-end design, deployment, integration and management of customer networks with carrier-class service level agreements and unmatched responsiveness and network performance.

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CONNECTIONS VENDORS

CONTINUED FROM PAGE 19

Management Applications, Inc. (MAI)

WEB: www.managementapps.com

PHONE: (703) 435-9110 ext. 3014

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

PRODUCTS/SERVICES: Consulting Services, Systems Integration, Installation & Testing, Operations Support, Performance Management, Moves, Adds & Changes, Acquisition Support, Inventory & Configuration Management, Billing & Account Management Support, LAN/MAN/WAN Operations Support, Call Center Operations Support, Video Conferencing Support, Customer Service & Technical Support, Network Management Support, Security Functions, Maintenance

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: MAI is a data communications and information technology company headquartered in Chantilly, Virginia. MAI was founded in 1994 with a mission to provide cost-effective, advanced technological solutions. MAI's specialized expertise lies in providing comprehensive network management, call center operations, and LAN/WAN operations support. MAI's network management capabilities include the design of distributed network management systems, as well as selection, installation and integration of network management platforms.

ManTech Advanced Systems International Corporation

WEB: www.mantech.com/connections

PHONE: (703) 218-8250 or (866) 255-5176

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

PRODUCTS/SERVICES: ManTech provides specialized worldwide support for Telecommunications System/Network Services, Logistics Support, Software Development, Web Architecture and Engineering, Information Assurance Engineering, Field Engineering, Systems Integration and Installation, Operations and Maintenance, User Support and Training, Testing and Evaluation, Program Management, and Engineering and Design.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: ManTech delivers a broad array of IT and technical services solutions to U.S. Federal Government, state, local, and commercial customers, focusing primarily on critical national defense programs for the intelligence community and

the Department of Defense. We design, develop, procure, implement, operate, test and maintain mission-critical enterprise IT and communications systems and intelligence processing infrastructures for our customers. A majority of our 4,700 personnel hold security clearances, allowing us to work with our customers in highly classified environments and at front-line deployments at more than 180 locations in 31 states and 34 foreign countries. While our experience covers the entire information technology spectrum, our commitment to excellence and customer satisfaction remains the hallmark of our approach.

NextiraOne Federal

WEB: www.nextiraonefederal.com

PHONE: (866) CNX-NXOF

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services)

PRODUCTS/SERVICES: Over 75,000 contract items that include voice, data, video and supporting equipment, services and labor. The NextiraOne Team has strong vendor relationships such as: largest worldwide Alcatel partner, Nortel "Premier" Partner, #1 Cisco GSA Reseller & Cisco "Gold" Partner, #1 Enterasys GSA & Federal Partner, #1 Sun Microsystems Federal Partner, and #1 HP Open/View Federal Partner

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: NextiraOne Federal is a world class CONNECTIONS contract holder with 15,000 employees in North America and eighteen (18) European countries, providing voice, data and convergence leadership with a full range of Nortel, Cisco, Alcatel and NEC products. The NextiraOne Team has over 40 years of federal government contract experience and provides nations resources of over 60,000 professions in over 500 offices nationwide.

Omega Technologies, Inc.

WEB: www.omega-its.com

PHONE: (703) 548-9886

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

PRODUCTS/SERVICES: Omega provides IT (information technology) solutions to the government in database management & warehousing, software engineering, Web development & design, call center design, network security and management & software engineering. Database work is the wave of the future; everyone is aggregating data, storing it, and managing it. Software engineering drives the way we do IT now; it drives the hardware used for IT, and there's no slowdown in that area for the foreseeable future.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: Biometric Data Security. Secure Office Extend (SOE) is a fingerprint-based network authentication system enabling protection of sensitive data from random access over LANs by restricting access to authorized personnel. Since a combination of fingerprint and body temperature is used, it is not only faster, but also safer and more convenient than alternatives in use today. There are no passwords to remember, forget or mistype. The users only need their finger and appropriate access.

SAIC (Science Applications International Corp.)

WEB: www.gsaconnections.com

PHONE: (877) 266-9746 or (877) CONXSHN

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: program & project management, voice/data/video systems, converged technologies, switching, call centers, voice & video conferencing, wireless systems, integrated managed services, virtual private networks, network security, video surveillance & security, systems & network integration, network engineering, implementation & management, operations support, network analysis and design, managed

network services, consulting, Web development, cable & wire management

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: The SAIC Team is distinguished by the caliber of our people and the breadth and depth of our experience. We are technology and vendor independent and we have the ability to assemble diverse teams and technologies to address customer's unique requirements and provide best-in-class solutions. We offer a full spectrum of consultation, facilitation, survey, program integration and project management services, as well as related products designed to support federal agencies' management, organizational and business improvement efforts.

SBC DataComm, Inc.

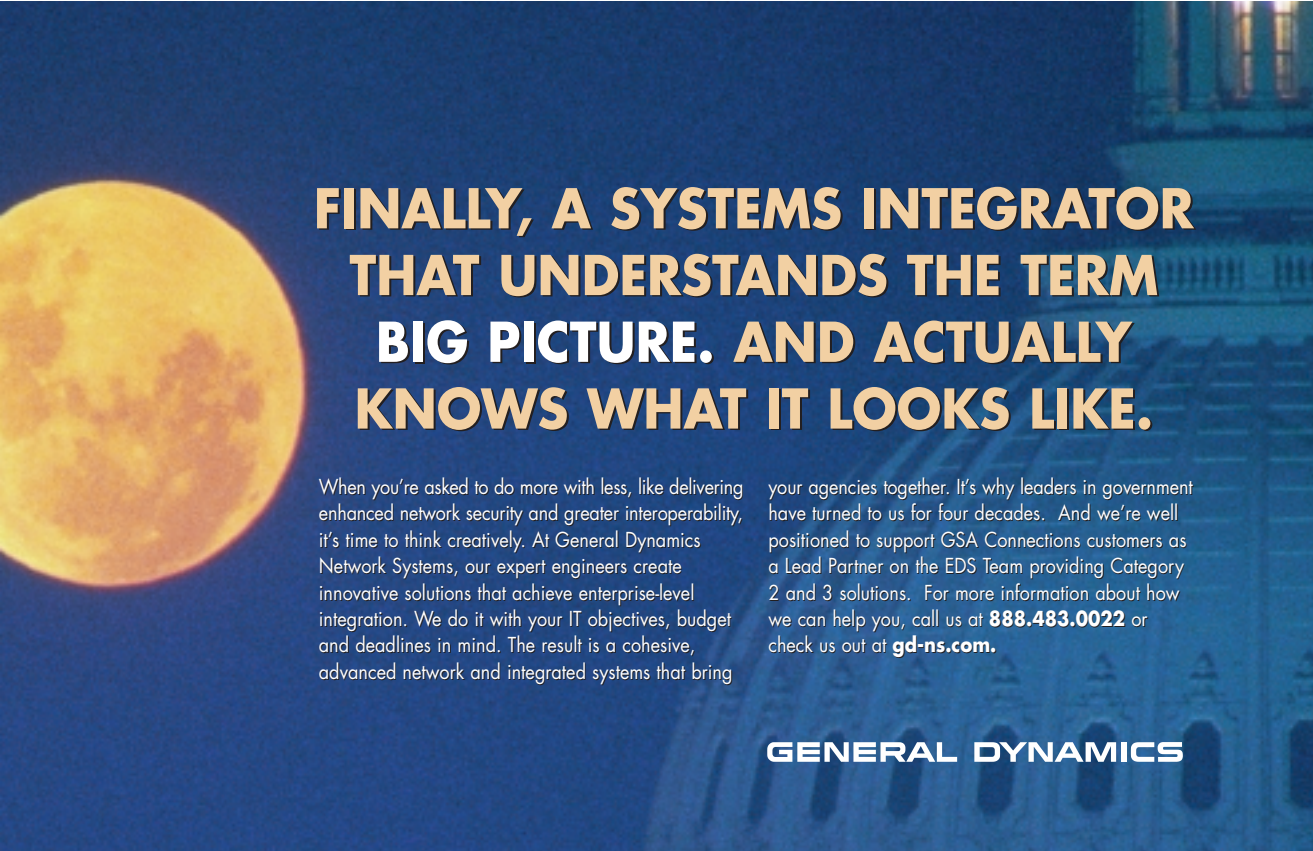
WEB: www.sbcfeds.com

PHONE: (703) 444-7750

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: SBC is one of the world's leading providers of data, voice, video, outside plant and e-business services and equipment. SBC vendors including Cisco, Nortel Networks, Tandberg, Polycom, Graybar, ADTRAN, Berk-Tek, Ortronics, Extreme Networks,

CONTINUED ON PAGE 22



FINALLY, A SYSTEMS INTEGRATOR THAT UNDERSTANDS THE TERM BIG PICTURE. AND ACTUALLY KNOWS WHAT IT LOOKS LIKE.

When you're asked to do more with less, like delivering enhanced network security and greater interoperability, it's time to think creatively. At General Dynamics Network Systems, our expert engineers create innovative solutions that achieve enterprise-level integration. We do it with your IT objectives, budget and deadlines in mind. The result is a cohesive, advanced network and integrated systems that bring

your agencies together. It's why leaders in government have turned to us for four decades. And we're well positioned to support GSA Connections customers as a Lead Partner on the EDS Team providing Category 2 and 3 solutions. For more information about how we can help you, call us at **888.483.0022** or check us out at **gd-ns.com**.

GENERAL DYNAMICS

CONNECTIONS VENDORS

CONTINUED FROM PAGE 19

AASTRA Telecom and APC have all helped SBC to be named the World's Most Admired Telecommunications Company by *Fortune* magazine for the sixth consecutive year.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: SBC is known for providing reliable and innovative solutions for more than 100 years. Via SBC's Interoperability Lab, SBC continually researches and evaluates the compatibility of most network components. Additionally, SBC's ISO 9002 Certified Network Implementation Center in Memphis can stage, configure and power-up components to assure operations before shipment. Staging services reduce complexity, time and risk of deployment by assuring networking components arrive pre-configured, tested and thoroughly documented before implementation.

SETA Corporation

WEB: <http://connections.seta.com>

PHONE: (703) 821-8022

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

PRODUCTS/SERVICES: SETA support services include: professional services (such as consulting services, requirements analysis, engineering design, system integration and acquisition support), e-business services (such as interactive Web site design, development, and operation hosted at SETA or the customer's site) and technical services (such as operations support of client LAN/MAN/WAN and call center systems, inventory and configuration management and billing analysis and account management). SETA offers over 120 labor categories to satisfy any customer's needs.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: SETA Corporation's (McLean, VA) 15-plus years of unmatched support to federal telecom users is recognized by GSA and agency awards, letters of commendations and thanks, and an outstanding reputation for timely, high-quality work. SETA provides winning technical support services with a proven capability to deliver cost-effective, full lifecycle telecommunications infrastructure solutions for the federal government. We deal in both data and voice networks and the more recent convergence arena including VoIP.

Veridian IT Services, Inc.

WEB: www.gsa-connections.com

PHONE: (703) 205-2461

CONNECTIONS CATEGORY AWARD(S): 2 (Support Services)

PRODUCTS/SERVICES: Veridian has provided IT support services to government and commercial clients since 1987. We work in a partnership-based, team environment to define requirements, provide an independent assessment of alternatives, design solutions, and install, operate, upgrade, maintain, and de-install telecommunications equipment and services. We can also provide full acquisition planning and support to acquire and implement the selected solution, including developing the RFP, SOW and any associated BOM.

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: Veridian is not aligned with or committed to hardware or solution vendors, thus we can provide our clients with completely independent evaluations and recommendations of the best architecture and solutions to meet their specific requirements. Under Category 2, we can also perform program management assistance and SETA or IV&V support. As an independent company of General Dynamics, Veridian can draw upon the technical expertise and experience of a \$15B organization to provide advanced telecommunication technologies and solutions.


Verizon Federal Inc.

WEB: www.verizon.com/gsaconnections

PHONE: (202) 392-4762

CONNECTIONS CATEGORY AWARD(S): 1 (Equipment & Services), 2 (Support Services), 3 (Solutions)

PRODUCTS/SERVICES: Voice, data, video equipment and supporting services

SPECIALTY/VALUE-ADD/DIFFERENTIATOR: Verizon has the expertise, the nationwide resources and the experience as a recognized leader in the communications industry and is a proven partner with federal agencies. Verizon's integrated telemanagement solutions (Service@once and Bill@once) deliver greater efficiency, flexibility and productivity to your agency. Users can manage mission-critical telecommunications products and services at any time and from virtually anywhere. Service@once offers the unique capability to place orders or check trouble status from the office, or any other location, at any time, day or night. Federal agencies benefit from a seamless process that encompasses Web-based ordering through state-of-the-art consolidated billing, Bill@once. 



EPS - Bringing Your Agency's Communication Strategies Into Focus

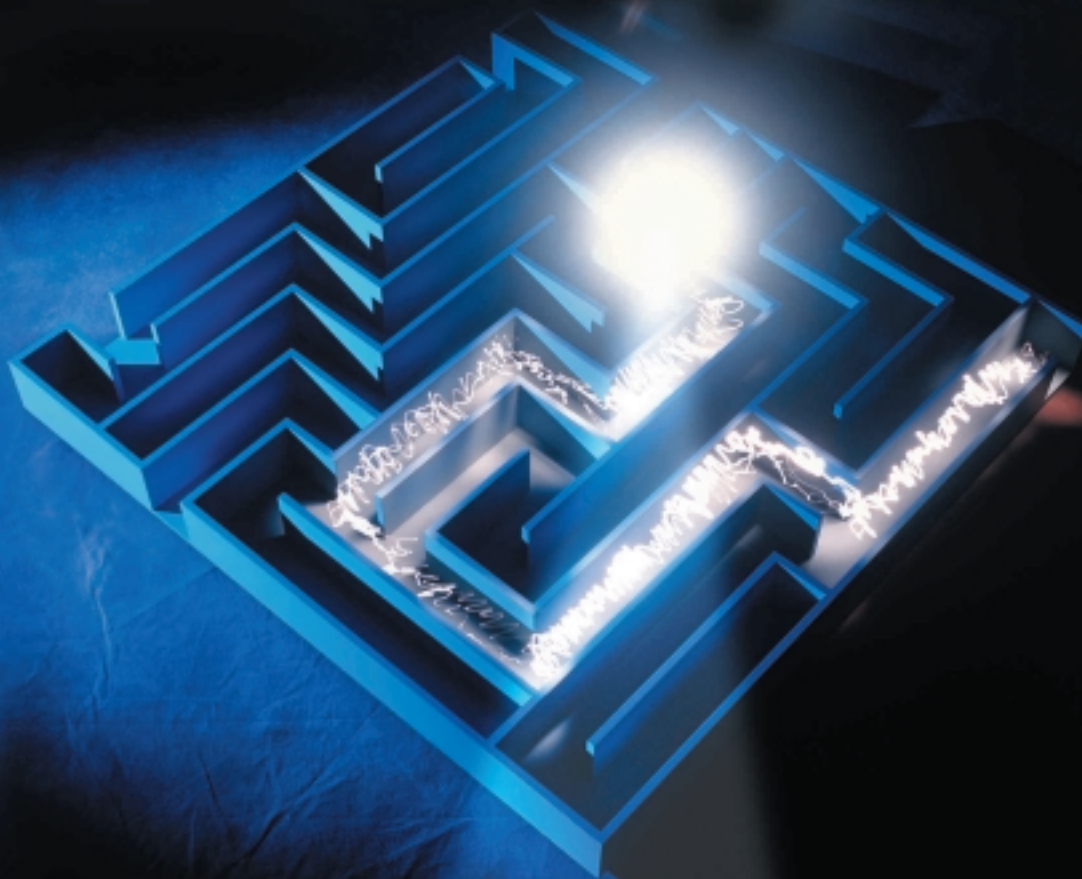
Let EPS be your CONNECTIONs to the future...

EPS, a veteran owned small business, has over 20 years proven experience providing Equipment, Services and/or turnkey Solutions to the U.S. Federal Government - worldwide to both civilian and military agencies. EPS has earned a solid reputation in the assessment, design, engineering, development, implementation, operations, maintenance and management of integrated voice, data and/or video communication systems; security systems; and network infrastructure. No matter how simple or complex, EPS can provide the solution best suited to solve your agency's technological quandary. **Expert in IT, Telecom, Security, Infrastructure and System Integration.**

Toll Free : 800-892-6487, e-mail : orders@epscorp.com, On-line Shopping : connections.epscorp.com

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Trapped in a telecommunications maze? Don't know which way to go?

Let ManTech light the way!

The ManTech CONNECTIONS Team designs, installs and maintains communications systems that meet the need. Not aligned with any equipment supplier, we offer system and design recommendations that are focused on meeting YOUR requirements – not ours. We offer true “**arms length objectivity**”.

As a CONNECTIONS Level 2 Service Provider, we have the flexibility of offering bundled services, individual solutions or full telecommunications system delivery.

It doesn't have to be a maze! With 35+ years of worldwide experience providing cradle-to-grave services and management of integrated voice, data and/or video systems, security systems and network infrastructures, we can light the way out of your telecommunications technology dilemma.

ManTech CONNECTIONS

ManTech
International Corporation

Committed to excellence and customer satisfaction